2020 Report to the Community

Making more Humanly possible.
Committed to the Diverse Communities We Serve

During a period of time that can best be described as tumultuous, Froedtert Health not only managed through a pandemic, but also redoubled our efforts fighting the pandemic within a pandemic: systemic racism.

Given recent events, including the tragic murder of George Floyd, we looked at ourselves and we looked at our mission. This included adding a few words — “people of diverse communities” — which speak volumes about our commitment:

Froedtert & the Medical College of Wisconsin advance the health of the people of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

We have always served diverse communities, but this change allows us to be more transparent and intentional in our strategy.

As Froedtert Health responds to the COVID-19 pandemic, we remain dedicated to our longstanding priorities:

- Improving access to care
- Addressing the many factors that determine an individual’s health outside of health care
- Fighting systemic racism

Dedicated to Fair Health Care

Health equity — making health care fair for everyone — is at the heart of our mission and simply the right thing to do.

COVID-19 hit disadvantaged communities hard. We worked with our community partners to:

- Provide what is needed the most, such as COVID-19 testing
- Work with nonprofits and community health centers to offer cancer screenings, behavioral health services, dental care and more — because other important health care can’t be put on hold
- Deliver services and education in neighborhoods needing it the most through our Community Care-A-Van

Acting to End Racism

In response to the rising focus on social justice and anti-racism, Froedtert Health launched the Eradicating Racism and Enhancing Health Equity Plan this fall. We are taking action to treat racism as a health crisis and are working to stop racism in health care.

Investing in Our People and Community

As an employer, we:

- Foster a culture of belonging through employee-led diversity groups
- Hold ourselves accountable for recruiting, retaining, developing and promoting staff to increase diversity at all levels of our organization
- Develop our future workforce by collaborating with high schools and colleges to support education, job training and employment, and targeting individuals in disadvantaged neighborhoods

Our lives have all changed because of the coronavirus, but one thing has not, doing everything humanly possible for our patients. We’re looking forward to contributing to real change within the diverse communities we serve. Thank you for joining us on this important journey.

Thank you,

Catherine Jacobson
President and CEO, Froedtert Health

Jackie Fredrick
Chair, Froedtert Health Board of Directors; Retired President and CEO, Versiti and BloodCenter of Wisconsin
2020 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$145,536,029</td>
<td>54.8</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$92,366,831</td>
<td>34.7</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>$10,827,322</td>
<td>4.1</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$10,274,693</td>
<td>3.9</td>
</tr>
<tr>
<td>Financial and In-Kind Contributions</td>
<td>$2,838,345</td>
<td>1.1</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$1,185,641</td>
<td>0.4</td>
</tr>
<tr>
<td>Research</td>
<td>$1,039,267</td>
<td>0.4</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$990,390</td>
<td>0.4</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$629,555</td>
<td>0.2</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$265,688,073</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

By the Numbers

As of June 30, 2020

Froedtert & MCW Health Network

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds</td>
<td>961</td>
</tr>
<tr>
<td>Patient Admissions</td>
<td>46,206</td>
</tr>
<tr>
<td>Patient Days of Care</td>
<td>244,474</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>990,219</td>
</tr>
<tr>
<td>Physician Clinic Visits</td>
<td>796,138</td>
</tr>
<tr>
<td>Emergency Visits</td>
<td>117,338</td>
</tr>
<tr>
<td>Average Daily Census</td>
<td>675</td>
</tr>
</tbody>
</table>

Intensive Care Units:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Units</th>
<th>Number of Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Births</td>
<td>4,517</td>
<td></td>
</tr>
<tr>
<td>Physicians</td>
<td>1,726</td>
<td></td>
</tr>
<tr>
<td>Nurses</td>
<td>3,951</td>
<td></td>
</tr>
<tr>
<td>Staff</td>
<td>13,818</td>
<td></td>
</tr>
<tr>
<td>Volunteers</td>
<td>543</td>
<td></td>
</tr>
</tbody>
</table>

Not reflected in the above totals are the statistics for Froedtert Kenosha Hospital, Froedtert Pleasant Prairie Hospital and Froedtert South health centers.

Vision

Froedtert & the Medical College of Wisconsin will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

Mission

Froedtert & the Medical College of Wisconsin advance the health of the people of the diverse communities we serve through exceptional care enhanced by innovation and discovery.

Values

Value People
We treat others with respect, knowing that their feelings, thoughts and experiences are as important as our own.

Work Together
We collaborate across the enterprise to put forward our best.

Act Now
We take action to solve problems and move forward quickly.

Own It
We take full accountability for our decisions, actions and results.

Break Through
We change the future of care with creativity and innovation.

Deliver Excellence
We set the standard that others aspire to by always asking “What more can we do?”
About the Froedtert & the Medical College of Wisconsin Health Network

The Froedtert & MCW health network is a partnership between Froedtert Health and the Medical College of Wisconsin supporting a shared mission of patient care, innovation, medical research and education. Our health network operates eastern Wisconsin’s only academic medical center and adult Level I Trauma Center at Froedtert Hospital, Milwaukee, an internationally recognized training and research center engaged in thousands of clinical trials and studies. The Froedtert & MCW health network includes five hospitals, a Community Hospital with two locations, nearly 2,000 physicians and more than 40 health centers and clinics, plus offers multiple avenues for accessing care and expertise virtually. We draw patients from throughout the Midwest and the nation.

Medical College of Wisconsin

Froedtert Hospital’s medical staff is composed entirely of MCW physicians dedicated to patient care, research and teaching. MCW physicians also practice throughout the Froedtert & MCW health network. Our physicians are consistently honored for recognition by Best Doctors in America® and other prestigious national and local publications. Patients benefit from a variety of medical and surgical specialties, ranging from internal medicine to neurosurgery. More than 30 different medical specialties work together in multidisciplinary teams — treating everything from the routine to the most difficult cases.

Froedtert Hospital

Froedtert Hospital is the primary adult teaching affiliate for MCW and is a nationally recognized hospital. It serves as a referral center for advanced medical practice care in 37 specialties and is a major training facility with more than 1,400 medical, nursing and health technical students in training. In partnership with MCW, it is also a respected research facility with more than 2,800 research studies, including clinical trials, conducted every year.

Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital

Bringing the benefits of the academic health network to their respective communities and beyond, Froedtert Menomonee Falls Hospital (formerly Community Memorial Hospital) and Froedtert West Bend Hospital (formerly St. Joseph’s Hospital) are full-service hospitals that offer a wide range of specialties, including cancer care, emergency care, orthopaedics, women’s health and surgical services.
**Froedtert Kenosha Hospital and Froedtert Pleasant Prairie Hospital**

Froedtert Kenosha Hospital (formerly Kenosha Medical Center), Froedtert Pleasant Prairie Hospital (formerly St. Catherine’s Medical Center) and the Froedtert South Medical Group clinic locations provide exceptional and compassionate health care services for people residing in Kenosha, Pleasant Prairie, western Kenosha County and Northern Illinois. Formerly comprising United Hospital System, the clinics and two full-service hospitals offer a range of specialized expertise, including cancer, heart and vascular and orthopaedic care.

**Froedtert Community Hospital — New Berlin and Froedtert Community Hospital — Pewaukee**

The Froedtert & MCW health network’s community hospital locations provide patients with high-quality care in a small-scale setting close to home. Each hospital location includes an emergency department, inpatient beds, laboratory, pharmacy and imaging services. Froedtert Community Hospital — New Berlin and Froedtert Community Hospital — Pewaukee opened in fall 2020. Froedtert Community Hospital — Mequon and Froedtert Community Hospital — Oak Creek will open in 2022.

**Health Care Centers and FastCare**

Access to primary, urgent and specialty care when and where patients need it is important. That is made possible through a network of health centers and multiple care options, many providing same-day and after-hours appointments. The network health centers are located in Milwaukee, Waukesha, Washington, Ozaukee and Kenosha counties, with urgent care offered in five facilities. Seven FastCare® locations in Milwaukee, Waukesha, Washington and Sheboygan counties offer walk-in, nonurgent care. The network offers patients additional options that use technological advances, making receiving care even easier.

**Affiliations**

The Froedtert & MCW health network has built strong relationships with quality health care organizations around the state. These relationships make it easier for patients to take advantage of the specialized, quality care we provide and then return to their community physicians for continuing treatment. Two examples are Center for Diagnostic Imaging (CDI) outpatient centers for patients in need of medical imaging and other radiology procedures and Wisconsin Diagnostic Laboratories (WDL) for lab testing and services.

**Services and Programs**

As a large health network, we offer a wide range of services and programs, both in our facilities and in the community. This report offers a glimpse of all we do. For more information on the Froedtert & MCW health network, visit froedtert.com.
Exceptional Care

The Froedtert & MCW health network demonstrates our commitment to passionately advocate for patients, provide exceptional care and remove barriers to receiving care. Our patients trust us to listen, understand their unique needs and deliver care in an authentic and empathetic manner.

Froedtert & MCW Health Network Moves Ahead With Hospital Expansion Strategy

The Froedtert & MCW health network continued to carry out its hospital expansion strategy in 2020, with the first Froedtert Community Hospital locations opening in New Berlin and Pewaukee. Planning continues for Mequon and Oak Creek, with those facilities anticipated to open in 2022.

"Changing the hospital model is part of the necessary process of creating the health system of the future," said Froedtert Health president and CEO Cathy Jacobson. "We continue to explore how we can improve access to care, including bringing services to people where they are. Creating an integrated care delivery network includes making the best use of resources to meet patients’ needs and providing care in the consumer friendly ways they expect. This hospital model is part of that effort."

Froedtert Community Hospital — New Berlin, 4805 S. Moorland Road, resulted from reconfiguring 16,900 square feet of existing Moorland Reserve Health Center space. Eight new inpatient beds supplement the hospital’s seven emergency department beds, along with urgent care, cardiology, orthopaedics and sports medicine offered through the health center.

Froedtert Community Hospital — Pewaukee, 209 Pewaukee Road, has increased access to care locally as the first Froedtert & MCW facility within the community. Similar to the new hospital in New Berlin, the Pewaukee hospital location is a licensed, accredited acute-care hospital, open 24 hours a day, seven days a week, 365 days a year, and staffed with board-certified physicians and registered nurses. The hospital location in Pewaukee is approximately 18,100 square feet, has a seven-bed emergency department and is equipped with eight inpatient beds for patients requiring additional care, observation and testing, as well as lab, radiology and pharmacy services.

Froedtert Community Hospital — Mequon will be located at 11409 N. Port Washington Road, across the street from the Mequon Health Center. Froedtert Community Hospital — Oak Creek will be located at the existing Drexel Town Square Health Center, providing greater access to health care for that area.

Froedtert & MCW emergency physicians, as well as experienced registered nurses, ED techs, radiology techs and registration personnel, staff the hospital, depending on location. As part of the Froedtert & MCW health network, the Community Hospital locations follow its care and quality protocols and are connected to the same electronic health record (Epic) for coordination of care.

The Community Hospital locations in New Berlin and Pewaukee, as well as those planned in other communities, provide ED and inpatient services to help patients receive care in the community, closer to home and at a lower cost. Adding smaller-scale hospital locations to the health network is part of a broader plan to deliver the right care in the right place by expanding access points and care options. It also addresses capacity constraints at our hospitals, particularly Froedtert Hospital. Introducing this hospital model to our mix of services and locations is just one way our system is working to create the health care delivery system of the future.

Partnering to Provide COVID-19 Community Testing

The Froedtert & MCW health network partnered with three Federally Qualified Health Centers — Milwaukee Health Services, Progressive Community Health Centers and Sixteenth Street Community Health Centers — to provide lab support for COVID-19 testing. During a time when test kits were limited, we provided support to impact under-resourced communities. Our lab provided one-day turnaround for test results, lowering anxiety for those waiting for their results during the pandemic.

The positivity rate at the community health centers was as high as 44% at its peak, indicating testing resources were deployed in communities with great need.

The Froedtert & MCW health network also provided drive-through COVID-19 testing sites at clinics throughout southeastern Wisconsin.
**Eradicating Racism**

Froedtert Health condemns all acts of racial discrimination and calls for systemic change within our community. Only by working together will we be able to make meaningful change.

Our job as health care professionals is to care for people. In this work, we often treat people affected by symptoms caused by racism, trauma and violence. We see the impact of disparities on health outcomes. Furthermore, the stress from these events is linked to chronic health concerns in our community.

Part of our commitment to our community is to make health care equitable for every person every time. We remain committed to these efforts through a number of initiatives designed to increase diversity in our workforce, provide cultural competency training and address social determinants of health.

**Responding to Racism**

In response to the rising focus on social justice and efforts to fight racism, Froedtert Health quickly developed and released an Eradicating Racism and Enhancing Health Equity Strategic Plan. The plan addresses disparities in the workplace and disparities that impact the lives of our staff and patients. Plan highlights are posted throughout our health network to share Froedtert Health’s commitment to stop racism.

As an organization, we resolve to use our compassion, creative ideas and collective commitment to ensure we foster a culture that acknowledges everyone equally.

**Commitment to Workforce Diversity**

The goal of our diversity and inclusion recruitment strategy is to have our workforce reflect the communities we serve. To truly attain our goals for equity and inclusion in the workplace, we must achieve racial equity in all levels of our organization. Special focus is placed on increasing diversity representation in leadership roles and direct patient care. These positions have a strong influence on the culture of our organization and the care we provide to diverse communities. Since 2019, we increased ethnically diverse leadership by 20% and ethnically diverse direct care nursing by 4.8%.

**West Bend Health Center Opens New Facility and Expands Services**

The new, three-story, 100,000-square-foot Froedtert & MCW West Bend Health Center facility is anchored by primary care physicians and other care providers in family medicine and internal medicine, offering extended primary care hours that include early mornings, evenings, weekends and same-day appointments. New services include urgent care, occupational medicine, pain management and an Orthopaedic Sports and Spine Center. The center includes Ortho Now, a walk-in orthopaedic clinic for recent injuries, giving patients the opportunity to see an orthopaedic specialist immediately. Rehabilitation and sports medicine services, previously offered at several local sites, were expanded and centralized at the new West Bend Health Center campus.

Other services at the new facility include endocrinology, dermatology, ophthalmology, optometry, behavioral health and pediatrics, as well as a pharmacy with drive-through and a retail optical shop. On-site lab and medical imaging services, including screening mammography, ultrasound, X-ray and CT, are also available.

Planning for the replacement facility involved extensive research that provided a comprehensive assessment and plan of how to best serve our patients in the West Bend area. Program and service decisions were made from a patient-centered perspective through customer research specific to the community.
Consumer-Guided Experience

The Froedtert & MCW health network takes into account changing consumer expectations in order to relate to our patients and communities in new ways. We strive to design services from the outside in, guided by the needs of our current and potential consumers.

Health Care Reexamined

With unprecedented urgency, the COVID-19 pandemic has challenged the health care industry to reimagine how care is delivered. With expanded virtual care options, the Froedtert & MCW health network offers safe and convenient ways for people to receive the care they need — all within the comfort of their homes.

Virtual health care options through the Froedtert & MCW health network include:

On-Demand Care
No appointment is required to quickly connect by video with a Froedtert & MCW provider seven days a week from 6 a.m. to 10 p.m. With access to your medical records, providers can communicate seamlessly with your primary and specialty care team.

Scheduled Video Visits
Schedule an appointment to meet by video with your primary care provider. Most specialties, such as orthopaedics, also offer virtual visits. Appointments are scheduled during normal clinic hours.

For the best virtual care experience, patients are encouraged to download the Froedtert & MCW app.

The app incorporates MyChart®, a symptom checker and other helpful features that create a hub for virtual health care. With the Froedtert & MCW app, patients can:

- schedule or change appointments
- view upcoming appointment details
- access test results
- request prescription renewals
- view electronic health records
- send secure messages to providers

Language Services Team

Breaking Down Barriers to Communication

Our Language Services Department provides timely, reliable and high-quality interpretation and translation services to limited English proficient and deaf patients to deliver exceptional patient care throughout our health network’s hospitals, health centers and clinics. Our highly skilled team ensures we are providing culturally and linguistically equitable care to every patient who walks through our doors.

On-site interpreters provide support in Spanish, Hmong, Russian and Arabic. With the help of local interpreting agencies and other resources, the Language Services Department is able to assist patients in more than 150 languages.
Technology and Heart: 24/7 Remote Monitoring and Care Kits for People With COVID-19

While frontline staff continue to care for critical COVID-19 patients with innovative treatments inside the hospital, other staff are attending to those living with COVID-19 outside of the hospital. Inception Health, the health network’s hub for digital health services and innovation aimed at improving the health of individuals and communities, has implemented two tools to try to make life better for people who have tested positive for COVID-19 but don’t require hospitalization: 24/7 remote monitoring support via the GetWell Loop application and COVID Care Kits.

GetWell Loop 24/7 Remote Monitoring

Recognizing that there would be a significant number of patients who would be diagnosed with COVID-19 but not require hospitalization, establishing a platform for regular check-ins, the sharing of strategies and tools to minimize symptoms, on-demand access to nurses, and escalation of care, if necessary, was a priority.

Patients who test positive for COVID-19 at a Froedtert & MCW testing site are automatically enrolled in the COVID-19 GetWell Loop.

Currently available at no charge, the COVID-19 GetWell Loop, a HIPAA-compliant digital tool that enables seamless contact with the COVID-19 Care Team, a team of highly experienced nurses available for consultation 24/7, and provides the desired resources identified to be key in optimizing patient support and recovery. Patient responses to daily check-ins and comments in the GetWell Loop trigger “alerts” that assist the COVID-19 Care Team in identifying opportunities for additional assessment to determine if it is safe for the patient to continue to recover at home, or if an escalation of care, such as a virtual visit or in-patient visit is needed. This real-time bidirectional communication has been integral in averting many medical emergencies.

Although the hope is that the patient can remain at home, if in-person care is needed, the COVID-19 Care Team nurses alert the location where the incoming COVID-19 patient will present. A detailed report, including an overview of condition, care escalation triggers and attempted interventions and outcomes is provided, allowing for receiving staff to be better prepared to care for the patient. Beneficial for the patient and care team, the GetWell Loop app is a useful tool that can assist in navigating COVID-19.

COVID Care Kits

As a supplemental tool to go along with the support provided by the GetWell Loop digital health tool, the Froedtert & MCW health network and Inception Health also offer COVID Care Kits to people who test positive for the virus. Born from compassion, these care packages are the result of clinical staff wanting their COVID-19 patients to know they are being thought of during recovery while providing additional tools for enhanced monitoring and education. Each COVID Care Kit contains a pulse oximeter, educational materials, hand sanitizer, face coverings and a bottle of water.

Bilingual educational materials outline how to self-isolate at home and what to expect when you have COVID-19. It also provides information about the GetWell Loop tool and how to use the pulse oximeter, a tool that measures oxygen levels in the blood. Because COVID-19 can cause silent hypoxia, a condition where a person may feel fine but is severely lacking oxygen, the pulse oximeter can indicate that something is wrong and treatment is needed.

• 10,000 COVID Care Kits given out
• 10,700 patients enrolled/engaged in the GetWell Loop
• 1,500 additional triage instances by COVID-19 Care Team eRNs

Data through Dec. 31, 2020

The GetWell Loop and care kits will continue to be offered to people testing positive for COVID-19, not only to support the patient, but also to support their family and surrounding community.
Market Leadership

The Froedtert & MCW health network is the only Wisconsin-based health network in southeastern Wisconsin. We take pride in the market leadership we have developed through our market position, our academic and clinical excellence and the geographic footprint of the markets we serve directly and through collaborative partnerships.

Teaming Up With the Milwaukee Bucks for Healthy Community Conversations

The Froedtert & MCW health network partnered with the Milwaukee Bucks to hold Healthy Community Conversations to help foster conversation around healthy living. The conversations team up a current Bucks player with a Froedtert & MCW clinical expert to discuss a health and wellness topic.

The Healthy Community Conversations are part of the BUCKSFit program, a collaboration with the Milwaukee Bucks to improve the community's overall well-being by taking simple steps each day.

The Jan. 15, 2020, BUCKSFit Healthy Community Conversation at the Oak Creek Civic Center featured Milwaukee Bucks sportscaster Jim Paschke leading a conversation with Milwaukee Bucks guard Donte DiVincenzo and Dr. Lisa Wolf, Froedtert & MCW family practice physician. The three discussed healthy eating, how Donte recovers from games, recommendations for parents of youth athletes and preventive care like getting your flu shot and keeping an eye on your blood pressure. The event was free and open to the public, and the 125 attendees were able to take a photo with Donte after the conversation.

The Feb. 2, 2020, BUCKSFit Healthy Community Conversation was held after a Bucks game at Fiserv Forum for 200 community partners who were invited for this exclusive conversation featuring Milwaukee Bucks forward Kyle Korver and Dr. Adam King, Froedtert & MCW family practice physician, and moderated by Jim Paschke. The three discussed a variety of health topics, including individual and team fitness activities and getting enough sleep.

Building Community Connections With Supplier Diversity

Froedtert Health is committed to our diverse local community and its economic development. We believe that everyone benefits when businesses, including minority-owned businesses, are afforded an opportunity to compete in the health care marketplace. Our Supplier Diversity Program is designed to enable and streamline procurement opportunities for minority- and women-owned businesses. The program is a key component in our diversity and inclusion strategic focus.

Our supplier diversity efforts help build connections with our communities while embracing diversity and inclusion. Our practices include:

- Using tools, like certified diverse supplier lists, and connecting with chambers of commerce to increase minority-owned business partners.
- Bringing together established contractors and minority-owned contractors to create partnerships ($1.3 million spent in fiscal year 2020) through our Mentor Protégé program.
- Offering hands-on experience on Froedtert Health construction projects to Bradley Tech High School students through our Health Tern program so they can learn about careers in construction and health care.
- Offering networking and mentoring opportunities for local minority-owned suppliers, even if they don’t work with Froedtert Health.
- Setting spending goals with minority-owned businesses and making sure our vendors do the same. Froedtert Health spent more than $26 million in fiscal year 2020 with minority-owned businesses.

Why Supplier Diversity Is Important to Us

- Diversity generates new perspectives and ideas.
- Our suppliers are also our customers.
- Investing in our community is the right thing to do.
- We choose to be a leader in strengthening our local diverse business community.
- We are committed to act as a corporate citizenship role model — for our employees and our community.

“"The more we can reach out and connect with the community we serve, the better our ability to effectively serve that community," said John Balzer, vice president of facility planning and development.

Last year, 20% of total construction hours; 17% of construction spending subject to inclusion; and 20% of spending on architecture, engineering and consulting services went to minority and women business enterprises.
Hospital Scholarships Invest in the Future of Health Care

Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital award scholarships to high school students, college students and staff pursuing a career in health care.

Selected through an application process each year, students are evaluated for scholastic achievement, community involvement, connections to the hospital and seriousness of purpose related to becoming a health care professional.

The Froedtert Menomonee Falls Hospital scholarship program is made possible by contributions from donors throughout the community, Froedtert Menomonee Falls Hospital Medical Staff, Froedtert Women’s Hospital Foundation and Volunteers in Partnership. Last year, 21 students were awarded $87,100 to help with college and university expenses. Awards were granted to high school seniors from Menomonee Falls, Germantown, Sussex Hamilton, Brookfield East, New Berlin West, Arrowhead and Marquette University high schools. In addition, awards were granted to three hospital staff medical assistants pursuing degrees in nursing.

The Froedtert West Bend Hospital Foundation awards $58,000 annually to four area high school students who are pursuing a degree at a four-year college. One student from West Bend East High School and one student from West Bend West High School are each awarded $25,000, and one student from Slinger High School and one student from Kewaskum High School are each awarded $4,000.

Froedtert West Bend Hospital Volunteer Services awards $17,000 annually to three area high school students residing in Washington County who are pursuing a health care degree. Two $7,500 scholarships and one $2,000 scholarship for a Froedtert West Bend Hospital Volunteer are awarded every year.

The Bobbe Petasnick Fund for Staff Education was created in 2010 to honor the memory of Bobbe Petasnick, a dedicated Froedtert Hospital volunteer and wife of former Froedtert Hospital president Bill Petasnick. In addition to the Petasnick family, support of this fund comes from generous staff and community donations. Last year, 16 Froedtert Hospital staff members pursuing higher education were awarded a $1,250 scholarship, totaling $20,000.

The Froedtert Health Occupations Scholarship Fund awards scholarships to students from under-represented populations in specific health science programs at Milwaukee Area Technical College. Students in programs, including nursing, dental hygiene, cardiovascular technology, respiratory therapy and surgical technology are eligible to receive this scholarship.

The Froedtert Health Scholarship Fund for the UW-Milwaukee College of Health Sciences awards five $1,000 scholarships to full-time undergraduate students based on academic achievement and financial need. Preference is given to students who self-identify as members of racial and ethnic minority groups underrepresented at UW-Milwaukee.

Access to Affordable Health Care Coverage

The Froedtert & MCW health network recognizes it can be challenging to understand health insurance information. To address this challenge, our health network provides free access to certified application counselors to assist individuals in navigating the options available to them in the Health Insurance Marketplace.

We partner with the Milwaukee Enrollment Network, which convenes multiple organizations to educate people in Milwaukee, Washington and Waukesha Counties about programs and available assistance to secure adequate and affordable health insurance coverage.

Marketplace Enrollment

The Froedtert & MCW health network offers financial counselors who are available to help individuals understand and enroll in affordable health insurance options. Since 2015, counselors have helped thousands of patients through this process.

<table>
<thead>
<tr>
<th>Number of persons enrolled in BadgerCare or in the Health Insurance Marketplace who were assisted by Froedtert &amp; MCW counselors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons enrolled in BadgerCare or the Marketplace</td>
</tr>
<tr>
<td>FY15</td>
</tr>
<tr>
<td>FY16</td>
</tr>
<tr>
<td>FY17</td>
</tr>
<tr>
<td>FY18</td>
</tr>
<tr>
<td>FY19</td>
</tr>
<tr>
<td>FY20</td>
</tr>
</tbody>
</table>

Enrollment statistics vary from year-to-year based on a variety of factors, including political climate, economy and enrollment window.
Awards and Recognitions

Froedtert & MCW hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, nurses and staff.

- Froedtert Hospital ranks No. 3 in Wisconsin on the *U.S. News & World Report* 2020-2021 Best Hospitals list. Froedtert Hospital is recognized as high performing in five adult specialties — diabetes and endocrinology, gastroenterology and GI surgery, nephrology, pulmonology and lung surgery, and urology, as well as seven procedures and conditions. Froedtert Menomonee Falls Hospital received a high performing ranking in pulmonology and lung surgery, urology and four additional adult procedures and conditions. Froedtert West Bend Hospital is recognized as high performing in pulmonology and lung surgery.

- All three of our hospitals — Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital — received an “A” grade from The Leapfrog Group in its spring 2020 report. Leapfrog’s biannual safety ranking evaluates more than 2,500 hospitals nationwide, assigning A, B, C, D and F letter grades based on a hospital’s performance in areas such as infection rates, mortality and errors.

- The Human Rights Campaign Foundation recognized Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital as “Top Performers in LGBTQ Healthcare Equality” for protecting our LGBTQ patients and employees from discrimination, ensuring equal visitation for LGBTQ people and providing staff training in LGBTQ patient-centered care.

- Froedtert Health was named a Best Place to Work for Disability Inclusion, earning a top score on the 2020 Disability Equality Index® (DEI) for outstanding commitment to disability inclusion practices. The DEI assessment measures an organization’s culture and leadership, accessibility, employment practices (including benefits, education and accommodations), community engagement and supplier diversity.

- The Froedtert & MCW Cancer Network is a 2020 Press Ganey Guardian of Excellence Award® winner. This award honors organizations that have reached the 95th percentile for patient experience, engagement or clinical quality performance.

- The American Hospital Association’s (AHA) Health Forum recognized the Froedtert & MCW health network as a “most wired hospital” in its 19th Annual Health Care’s Most Wired survey. The survey is an industry barometer measuring information technology use and adoption among hospitals nationwide.

- Froedtert Health was part of a select group of companies nationally to achieve Gold Level recognition by the American Heart Association for its commitment to staff heart health.

- Froedtert Hospital was named a top major teaching hospital in IBM Watson Health’s annual 100 Top Hospitals ranking that recognizes the top-performing hospitals in the U.S. To determine the hospitals included on the list, IBM Watson Health researchers evaluated 3,134 short-term, acute care hospitals using publicly available clinical, operational and patient satisfaction data and metrics.

- Becker’s Healthcare recognized Froedtert Hospital in the 2020 edition of its list of “100 great hospitals in America.” The hospitals included on this list are recognized nationally for excellence in clinical care, patient outcomes and staff and physician satisfaction.

- As a part of the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program®, Froedtert Hospital received its third Magnet recognition. The program recognizes health care organizations that demonstrate excellence in nursing and is considered the gold standard for nursing excellence. With this achievement, Froedtert Hospital retains its place among the best of the best as part of the Magnet community — a select group of 425 health care organizations out of nearly 6,000 U.S. health care organizations.
Family Medicine Residency Program Improves Access to Health Care Services

The Family Medicine Residency Program, with locations at Froedtert & MCW Town Hall Health Center in Menomonee Falls and Froedtert & MCW Good Hope Health Center in Milwaukee, trains resident physicians in the specialty of family medicine as they work closely with faculty physicians to offer the latest medical care to patients.

The program’s objectives are to expand access to health care services to vulnerable populations in Milwaukee, Washington and Waukesha Counties and to develop skills in new physicians around team development, continuity of care, collaboration and leadership for effective team-based care.

Providers in this program focus on overall health care for the family, from newborns to geriatric patients. They are trained to diagnose, treat and assist in managing acute, chronic and complex medical conditions, with an emphasis on disease prevention and wellness. In addition to providing exceptional training to new residents while expanding access to quality health care, the program also helps address family medicine physician shortages.

Family Medicine Residency Program physicians had 10,062 patient visits over the past year.

New Behavioral Health Clinic to Serve Milwaukee’s South Side Community

The Froedtert & MCW health network has donated $3.7 million to Sixteenth Street Community Health Center to open a new clinic delivering behavioral health services on Milwaukee’s south side. In collaboration with the Milwaukee County Behavioral Health Division (BHD), the clinic will offer community-based behavioral health and substance use services focused on prevention, early intervention and same-day access. The new clinic will be located at 1635 W. National Ave.

“Behavioral health and substance use are consistently named by our community as significant health needs in Milwaukee and beyond,” said Cathy Jacobson, president and CEO of Froedtert Health. “In conjunction with our previously announced partnership with Sixteenth Street to increase community-based access to primary care, this additional investment will enhance access to behavioral health services within the heart of Milwaukee. Partnering with Sixteenth Street and BHD will enable us to achieve a sustained impact addressing behavioral health needs that will truly make a difference in the health of our community.”

Located in one of the four Milwaukee County ZIP codes with the highest number of individuals in need of behavioral health services and a significant number of Spanish-speaking residents, the new clinic is well positioned to help provide culturally relevant behavioral health services that best meet the community’s needs.
Partnering for Healthy Communities

The Froedtert & MCW health network works within the communities we serve to address a wide range of health needs. We strive to find sustainable, long-term solutions to expand access to care beyond the traditional health system structure.

Behavioral Health Efforts Improve Access, Enhance Treatment Options and Support Our Frontline Staff

At the Froedtert & MCW health network, we know that the best care for our patients recognizes the whole person, and that includes emotional and behavioral health as well as medical needs. We are responding to the specific needs of our community with behavioral health efforts aimed at meeting those needs in the most efficient and effective ways.

- We integrated behavioral health specialists in our primary care health centers to provide patients comprehensive and convenient behavioral health treatment during the comfort of a primary care visit.
- We are improving access to outpatient services so that patients seeking specialized outpatient behavioral health services can get the appropriate, effective treatment they need with shorter wait times.
- We are developing new, specialized treatment programs, including a COVID-19 Survivors Clinic for those who have been treated for COVID-19.
- We are enhancing treatment offerings for substance use disorders with a plan to meet the growing need for substance use disorder treatment that coordinates care in both the primary and specialty care settings.
- We have developed programs and resources to meet the emotional needs of our frontline health care staff while they work harder than ever to care for our community during the pandemic.

Community Engagement Supports Behavioral Health Efforts in the Community

- Participated on the Waukesha, Washington and Milwaukee Counties Mental Health and Substance Abuse Coalitions
- Participated on the School District of Waukesha Substance Use Prevention Committee
- Offered three Naloxone (Narcan) training sessions with 38 participants
- Awarded $7,500 Community Outreach Steering Committee grant to NAMI Waukesha County for Mental Health and Suicide Prevention Education Program
- Awarded $119,000 from the Healthy Community Fund to organizations addressing behavioral health
- Gathered 875.6 pounds of medication from 211 vehicles/walk-ups at the Moorland Reserve Health Center Fall Drug Collection
- Provided mini hand sanitizers and bicycle lights to the Milwaukee Overdose Response Initiative to include with their homeless outreach backpacks

Minority Health Film Festival Uses Film to Spark Conversation

The Froedtert & MCW health network partnered with Milwaukee Film to establish the Minority Health Film Festival in fall 2019. The festival uses film to create dialog about wellness and address determinants of health in communities of color.

The inaugural four-day Minority Health Film Festival in September 2019 featured eight films about relevant topics in Milwaukee’s diverse communities; a resource fair that included local health care providers and community organizations; and more than 80 filmmakers, panelists and speakers from around the U.S. and Canada. More than 1,000 community members attended the film screenings, panel discussions and social events during the festival.

The film festival changed to a virtual format in spring 2020 in response to the COVID-19 pandemic. Sofa Cinema was launched with the film “Mossville,” and with the unprecedented COVID-19 pandemic outcomes in Milwaukee as a current example and topic for discussion, panelists shared their candid perspectives on factors that affect the health of our community.

Coordinated by the Diversity and Inclusion and Community Engagement Departments, our sponsorship of Milwaukee’s Minority Health Film Festival allows us to tackle health issues in diverse communities.
Care-A-Van Provides Health Services Where They Are Most Needed

The Community Care-A-Van launched in October 2019 to transport registered nurses to two partner sites in Milwaukee to provide education, help in navigating community resources and free preventive medical services, such as blood pressure checks, blood sugar testing and vision screenings to community residents. The Community Care-A-Van is sponsored by the Froedtert & MCW health network and the Milwaukee Bucks.

Care-A-Van nurses provide services at United Methodist Children’s Services and the Greater Galilee Baptist Church Greater Life Community Center every week. Residents in these neighborhoods have several health disparities, including access to transportation, and are frequent Emergency Department users, making the Care-A-Van a much-needed resource in the community.

Educating residents on preventable health conditions is a dream job for Tierra Hoard, BSN, RN. “I knew I wanted to be in the community,” she said. “I want to see a healthier Milwaukee.”

Community Care-A-Van FY20 Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Served</td>
<td>973</td>
</tr>
<tr>
<td>Individuals Screened</td>
<td>351</td>
</tr>
<tr>
<td>Referrals</td>
<td>28</td>
</tr>
<tr>
<td>Encounters</td>
<td>579</td>
</tr>
<tr>
<td>Blood Pressure Screenings</td>
<td>350</td>
</tr>
</tbody>
</table>

*The Community Care-A-Van is not a Mobile Clinic and does not serve as a medical home.

Community Care-A-Van Introduced and Refurbished Basketball Court Unveiled to Community

The new Community Care-A-Van was introduced to the community at an event to unveil a newly Bucks-branded refurbished basketball court at Washington Park in Milwaukee. The celebration also included a youth basketball clinic, community resource fair and appearance by Bango.

“We are excited to announce the Froedtert & MCW Community Care-A-Van making it possible to go to neighborhoods where we will connect with residents to make available free health screenings, free education and, most importantly, navigation to needed health services,” said Froedtert Health president and CEO Cathy Jacobson. “We are grateful that our partnership with the Milwaukee Bucks continues to grow to provide better options and access to healthy activities where we live, work and play – including the newly refurbished basketball court at Washington Park.”

Initiatives Are a Cornerstone of Milwaukee Bucks Partnership

Since beginning our partnership with the Milwaukee Bucks in 2016, we have worked on ways to encourage dignity and respect in our community and promote diversity and inclusion in the workplace and beyond.

In January 2020, we partnered with the Bucks and the Wisconsin LGBT Chamber of Commerce for the fourth annual PRIDE Night game at the Fiserv Forum. We hosted a pregame reception with providers and staff from our Inclusion Health Clinics, as well as members of our LGBTQ Business Resource Group.

In February 2020, our Dignity and Respect team provided consultation for the Milwaukee Bucks Beyond the Arc Diversity and Inclusion Breakfast. The breakfast was an opportunity for organizations to discuss equity, diversity and inclusion topics. The event also featured a conversation with Bucks legend Kareem Abdul-Jabbar.
The Gift of Blood Saves Lives

Each year, in partnership with Versiti Blood Center of Wisconsin, the Froedtert & MCW health network hosts blood drives for our staff and the community at locations across our health network. These blood drives have always been a way for our staff to support our patients by donating the lifesaving gift of blood. Last year, this took on a whole new meaning with critical blood shortages due to canceled community blood drives as part of COVID-19 safer at home orders. In response, our health network held more than 20 emergency staff blood drives from March through June 2020 to address the critical shortage of blood. Our staff’s response was overwhelming, and Froedtert Hospital alone saw nearly four times the number of donors than in a typical year. Our staff and the community were able to impact 3,240 individuals with their donations of blood.

The Froedtert & MCW health network FY20 blood drives

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Drives</th>
<th>Emergency COVID-19 response drives</th>
<th>Donors</th>
<th>Estimated lives saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Froedtert Hospital</td>
<td>26</td>
<td>17</td>
<td>568</td>
<td>1,704</td>
</tr>
<tr>
<td>Froedtert Menomonee Falls Hospital</td>
<td>5</td>
<td>2</td>
<td>158</td>
<td>474</td>
</tr>
<tr>
<td>Froedtert West Bend Hospital</td>
<td>8</td>
<td>2</td>
<td>93</td>
<td>279</td>
</tr>
<tr>
<td>Corporate Center</td>
<td>4</td>
<td></td>
<td>76</td>
<td>228</td>
</tr>
<tr>
<td>Integrated Service Center</td>
<td>7</td>
<td>1</td>
<td>162</td>
<td>486</td>
</tr>
<tr>
<td>Moorland Reserve Health Center</td>
<td>1</td>
<td>1</td>
<td>23</td>
<td>69</td>
</tr>
<tr>
<td>TOTAL</td>
<td>51</td>
<td>23</td>
<td>1,080</td>
<td>3,240</td>
</tr>
</tbody>
</table>

Froedtert Health Surpasses $1 Million 2019 United Way Campaign Goal

Froedtert Health’s 2019 United Way campaign raised more than $1 million to support housing, education and financial stability for many in our local communities. Our health network partners with the United Way every year to build and maintain healthy communities; a goal we both share.

First-aid Kit Packing Events Demonstrate the Why Behind United Way Campaign

As part of the 2019 United Way campaign, staff, providers and leaders volunteered to pack first-aid kits that were distributed to emergency homeless shelters in southeastern Wisconsin. During several events throughout our health network, nearly 2,000 kits were assembled by 168 staff members. The kits were filled with bandages, facial tissues, cold packs, antibacterial ointment and aspirin. They also contained a handwritten note from one of our staff members.
Community Festivals Provide Opportunities for Outreach and Engagement

Our health network sponsors and participates in many local festivals as a visible commitment to our community. The events allow our health network to engage with the community beyond the walls of our hospitals and health centers.

35th Annual United Negro College Fund Walk/Run for Education
July 13, 2019
Provided health education and hands-only CPR training to race participants

Black Arts MKE
Aug. 3, 2019
Hosted an interactive health-focused area during the festival

Cuban Fest
Aug. 18, 2019
Hosted a health and wellness tent during the event

Mexican Fiesta
Aug. 23-25, 2019
Provided event attendees and run/walk participants career opportunity information, health education, interactive demonstrations and blood glucose and blood pressure screenings

Hmong New Year Celebration
Dec. 7-8, 2019
Provided blood pressure, blood glucose and Hepatitis B health screenings to event attendees
Our success is fueled by extraordinary people, committed to our mission, who serve our patients, their families and our community. In the face of demographic changes and a highly competitive workforce environment, the Froedtert & MCW health network strives to recruit, retain and develop the finest talent.

**Workforce Development Efforts Educate and Engage Future Health Care Workers**

The Froedtert & MCW health network is working to recruit the finest talent of health care workers through a number of programs and partnerships. Our efforts are aimed at investing in a diverse and dynamic workforce of tomorrow. Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital hold various events and programs to educate and engage future health care workers.

**Froedtert Hospital**
- **Celebrating Girls**
  - July 16, 2019
  - Girls from the Boys & Girls Club participated in panel discussions and a hospital tour to learn about a variety of health care careers.
- **Health Care Career Roundtable**
  - Oct. 23-24, 2019
  - Froedtert Health staff participated in health care career roundtable discussions with 160 freshman students at James Madison Academic Campus.
- **Milwaukee Urban League Junior Youth STEAM Summit**
  - Feb. 27, 2020
  - Interactive learning, including heart, lung and anatomy education, was provided to 200 summit attendees.

**Froedtert Menomonee Falls Hospital**
- Approximately 350 students participated in the Discovering Health Care Career Expo.
- Staff helped Menomonee Falls High School students with their Capstone Research Projects.
- Hospital tours were given to student groups, including Lumin Middle School, Pewaukee Junior Achievement, School2Skills and LAUNCH.

**Froedtert West Bend Hospital**
- Approximately 250 students participated in the Health Care College and Career Fair.
- Staff helped West Bend High School students with their Capstone Research Project.
- Hospital tours were given to student groups, including Junior Achievement and West Bend High School.
- Career day speakers were provided for Kewaskum High School.

**Health Care Career Academy**
The Froedtert & MCW health network works with high schools throughout southeastern Wisconsin to provide opportunities for students to explore career options in the health care industry. Schools in Germantown, Hartford, Kewaskum, Menomonee Falls, New Berlin, Slinger, Sussex and West Bend take part in our Health Care Career Academy. Students from these schools attend a two-week summer program that allows them to shadow and learn from professionals in various departments. Through observation and hands-on experience, students expand their awareness and interest in different careers.

Last year, 24 students from three schools took part in the program at Froedtert Menomonee Falls Hospital, 32 students from five schools participated at Froedtert West Bend Hospital and 10 students from two schools attended at the Froedtert & MCW Moorland Reserve Health Center.

**Internship Program Builds Job Skills in Adults with Disabilities**

Project SEARCH, a workforce and career development model for adults with intellectual and physical disabilities, is offered at Froedtert Hospital and Froedtert West Bend Hospital. The Project SEARCH program assists interns to build marketable, transferable and competitive skills through internship development. During the nine-month program, the interns learn relevant job skills, such as resume writing, company policies and attendance, and honesty and appropriate dress codes. They also complete rotations in various hospital departments.

Last year, 11 interns participated in the program at Froedtert Hospital and seven participated at Froedtert West Bend Hospital. Our staff participated as program mentors, accumulating a total of 2,034 hours at both locations.

**Girl Scouts Earn Health In Action Patch**
The Froedtert & MCW health network partnered with Girl Scouts of Wisconsin Southeast to launch the Health in Action patch program in July 2019. During the first year of the program, 409 Girl Scouts earned their patch by practicing healthy living habits, learning how the human body works and exploring health care careers.

Our partnership with Girl Scouts of Wisconsin Southeast helps keep our community healthy and invests in the future of health care.
Students Take Part in Health Care Career Exploration

Lumin Middle School

Froedtert Menomonee Falls Hospital hosted 40 Lumin Middle School students for a health care career exploration day in February 2020. The students toured the Pharmacy, Medical Imaging Department, Rehabilitation Services, Joint and Spine Center and the Emergency Department and had hands-on experiences learning about careers in health care. They also spoke with members of our Black/African American Business Resource Group (BRG) about their health care career journeys and heard from Teri Lux, Froedtert Menomonee Falls Hospital president, about her personal career path.

The career day was a partnership between our Community Engagement Department and the Black/African American BRG. Our health system’s BRGs are teams of staff members interested in working on projects and initiatives that impact a specific diverse population. The Black/African American BRG focuses on initiatives such as workplace, patient care and community engagement needs that impact the Black/African American population. We are committed to creating a diverse workforce development pipeline of future health care workers by partnering with schools like Lumin Middle School.

Quotes from students and teachers about their health care career exploration day experience

“The tour and hands-on experiences had the biggest impact and were most useful for me because just seeing everything in motion really boosted my interest in health care.”

“You don’t necessarily have to go to school for 10+ years to have a job in health care.”

“There is more to health care than just doctors and nurses!”

“Having professionals speak specifically about their journey and the opportunities that are available to students was authentic and inspiring for our students.”

“This experience reinforced the shift from ‘learning is being done to you’ to ‘learning provides opportunities to shape your unique future.’”

Our Next Generation

Our Next Generation’s Outbound Learning Club combines the academic support and one-on-one mentoring of their Homework Club with opportunities to expand students’ horizons beyond their own neighborhood. Students are bussed to participating corporate and community partner sites where they meet with employee and community volunteers. This program exposes students to a variety of professional environments and potential career paths, while providing them one-on-one academic support and meaningful relationships with mentors.

Froedtert Health mentors are paired with second grade students participating in the program from various schools for the duration of the school year. Each week, mentors and students work on homework, engage in educational games or simply swap life experiences as they get to know each other.

Froedtert Health has partnered with Our Next Generation since 2016.
Business Resource Groups Foster a Diverse and Inclusive Workplace

The Froedtert Health Business Resource Groups (BRGs) are voluntary, employee-led groups that serve as a resource for members and the organization by fostering a diverse, inclusive workplace aligned with our organizational mission, values and goals. BRGs provide staff members from every area in the organization opportunities to connect with colleagues who share similar interests and backgrounds to share ideas, accelerate their careers and help contribute to our growth.

Our BRGs, created by and for employees, help drive our diversity and inclusion strategies to make sure that we:

• Build a workforce that reflects our customer base and the communities we serve
• Develop a culture and network that embraces differences and individuality
• Deliver the best care to all of our patients in all of our communities

Our current Business Resource Groups include:

• Black/African American BRG
• LatinX BRG
• LGBTQ and Allies BRG
• Military/Veterans BRG
• Women in Leadership BRG

BRG Highlight — Military/Veterans BRG

A key to veteran retention is a strong veteran resource group. In just one year, the Froedtert Health Military/Veterans Business Resource Group has made significant strides in developing resources, policies and initiatives to support and empower veterans, service members and their families. The Military/Veterans BRG has identified more than 2,400 staff members with a connection to the military as current service members, veterans or family members. Members partnered with Human Resources to attend veteran and military job fairs and created a dedicated recruitment number for veterans to use when applying to Froedtert Health, giving them priority consideration during the recruitment process. To support existing staff, they created care packages to mail to deployed staff members or family actively serving.

The BRG has provided more than 120 volunteer hours to organizations that support the military, including United Way, Scoops for Troops and the Fisher House. BRG members also volunteer their time as board members with Fischer House and Heroes for Healthcare, and have volunteered in various capacities with the Wisconsin Veterans Chamber of Commerce. Each year, Veterans Day, Armed Forces Day and Memorial Day observations at our health system campuses are coordinated by Military/Veterans BRG members.

Holiday Gift-Giving Program Brings Good Cheer to Local Communities

Giving back to our communities is a year-long commitment, but our staff goes above and beyond by making wishes come true during the holiday season. Our health network’s annual holiday gift-giving program supports local residents and families needing some help with holiday gifts. Last year, generous staff donated:

• 430 gifts for Milwaukee County residents
• Gifts for 35 Washington County families
• Gifts for 11 Ozaukee County families
• 1,031 gifts for Waukesha County residents

Froedtert Health in Action volunteers sorted and boxed the 1,031 gifts collected at our Waukesha County sites.
In the past year, staff and leaders volunteered Froedtert in Action, a Community Engagement initiative, reaffirms our health system’s commitment to give back to the communities we serve. The program provides all staff members and leaders opportunities to volunteer in the community with activities such as mentoring at-risk children; providing health screenings and education at community events and health fairs; and assisting at drug collections, flu clinics and food and gift drives.

Giving back to the communities we serve is an integral part of the Froedtert Health culture. Staff members volunteer for community events and activities throughout the year, including:

1. Westside Academy Field Day
2. United Way Washington County first-aid kit packing
4. NEWaukee Relax, Hydrate and Recharge Booth
5. New Berlin Drug Collection
6. Hunger Task Force harvesting
7. Hope Center clothing shop volunteering
8. Hope Center clothing shop volunteering
9. Oak Creek Night Out
10. Healthy Shelves Drive

11,956 hours in the community.
Increasing Cancer Awareness With Health Screenings

The Froedtert & MCW health network partners with Progressive Community Health Centers to offer cancer screenings at an annual health and wellness screening event and resource fair at Progressive’s Lisbon Avenue location in Milwaukee.

Last year, 42 women received their annual mammogram and 11 men received a prostate screening during the event. In addition, more than 350 community members attended the resource fair, which included vendors from 25 health and community organizations, free haircuts, treats and special guests from the Milwaukee Bucks.

Progressive Community Health Center serves a majority African American population, which tends to be at higher risk for cancer. Medically underserved communities suffer disproportionately from cancer compared with other populations.

“People deserve access to high-quality, comprehensive health care services no matter where they live,” said Jenni Sevenich, chief executive officer of Progressive Community Health Centers. “We know African American women have a higher incidence of advanced breast cancers, and access to preventive care is part of the problem. Having mammography in the neighborhood increases the likelihood that women will get screened and receive timely care if a problem is found.”

The Froedtert & MCW health network has partnered with Progressive Community Health Centers since 2012 with a $2 million grant to expand the Lisbon Avenue facility. In 2016, a $700,000 investment in equipment and services provided the center screening mammography capabilities, ultrasound and digital X-ray technology and computer workstations. We continue to support cancer screenings and education with an on-site cancer community outreach coordinator, a community health worker in the Washington Park neighborhood and a community school coordinator at a local school.

Teaming Up With the Milwaukee Bucks for Another Year of BUCKSFit

The Froedtert & MCW health network partners with the Milwaukee Bucks every year on BUCKSFit, a platform to provide health and wellness information and programming to Bucks fans and the Milwaukee community.

Last year, the BUCKSFit program included a BUCKSFit activation game that included health-related trivia for attendees, a segment on Fox Sports Wisconsin and a youth jersey giveaway; the BUCKSFit 30-day challenge, an on-your-own health and wellness challenge; and two Healthy Community Conversations events featuring a Milwaukee Bucks player and a Froedtert & MCW health network physician.

BUCKSFit culminates each spring with an event at Fiserv Forum. The 2020 event was canceled due to COVID-19; however, the wellness challenge was updated to include activities appropriate for work- and school-at-home environments.
Violence Interruption Program Saves Lives in Milwaukee Neighborhoods

Over the past year, physicians and other experts from the Froedtert & MCW adult Level I Trauma Center at Froedtert Hospital and the MCW Comprehensive Injury Center have worked with city leaders, Ascension Health and the City of Milwaukee’s Office of Violence Prevention to create a medical partnership for the city’s 414LIFE initiative. This new hospital-based partnership augments the 414LIFE program, which uses a public health approach to stop the spread of violence.

The Froedtert & MCW hospital-based violence interruption program is helping save lives by taking steps to interrupt the cycle of violence. Interventions that start early in the hospital setting have the potential to change behavior patterns, such as using gun violence to settle disputes or seek retribution. Last year, 262 patients were served through the 414LIFE initiative. The majority of those referred to the program had injury events that occurred in the city neighborhoods where violence is occurring the most, suggesting that the program is reaching the intended neighborhoods.

414LIFE is modeled after Cure Violence, a successful violence interruption effort based in Chicago and implemented in multiple cities around the world. 414LIFE focuses on reducing the burden that gun violence places on individuals, families, neighborhoods and communities in Milwaukee County by treating gun violence as a disease. A key element to the success of the 414LIFE program is engaging community members as “violence interrupters” in neighborhoods across Milwaukee County and in the hospital setting. 414LIFE incorporates dedicated, credible violence interrupters who have received 65+ hours of training in outreach communication, conflict resolution and hospital processes and policies.

Community Health Worker Passionate About Total Health and Wellness

The Community Health Worker program helps increase self-management in high-risk populations by addressing social determinants of health and expanding access to health resources to assist, support and navigate individuals to necessary community-based services and adequate insurance coverage.

Shantel Hendricks, the community health worker at United Methodist Children’s Services, which is supported by Froedtert Hospital, is passionate about improving the overall health of residents in Milwaukee’s Washington Park neighborhood. Shantel believes in total health and wellness and strives to support community members by guiding them to services for employment, finances, food, clothing, health insurance and transportation. She also works to reduce unnecessary health care costs and improve access to primary care by providing residents resources for primary care services, as well as behavioral health, dental and vision services.

Last year, Shantel coordinated several wellness workshops, a weekly walking group and a community garden. She also facilitated healthy food demonstrations to help dispel the belief that healthy eating doesn’t taste good.

Access to Specialty Care for the Uninsured Addressed in Milwaukee Initiative

Froedtert Hospital participates in the Specialty Access for the Uninsured Program (SAUP), in collaboration with the Milwaukee Health Care Partnership. The SAUP program was created to recognize the need for specialized care that may not be available for individuals at community clinics. Through this partnership, individuals are referred from a Federally Qualified Health Center to Froedtert Hospital for specialized services, such as cancer care, surgery and orthopaedics. If the individual meets financial requirements, the cost of their specialty care is covered under the SAUP program.

Last year, Froedtert Hospital received 379 referrals to specialists, and the program provided nearly $5 million in care.

The Milwaukee Health Care Partnership is a public/private consortium dedicated to improving health care for low-income, underserved populations in Milwaukee County, with the aim of improving health outcomes, promoting health equity and lowering the total cost of care. The Partnership brings together health care providers, government agencies and community organizations to develop and implement a plan for improvement. Through advocacy and action, we are working together to create a healthier Milwaukee.

Partnering for Healthy Schools

In the fall of 2019, Froedtert Hospital began hosting a community school coordinator at Westside Academy as part of the Milwaukee Community Schools Partnership (MCSP). The community school model is a collective strategy to transform schools into a place where students, families, staff and the surrounding community can work together to ensure every student is successful. The strategy focuses on the whole child by providing academic support, social and emotional learning, health and wellness, family and community engagement, and a safe and supportive environment.

For more than 10 years, Froedtert Hospital has also partnered with Westside Academy to provide a full-time registered school nurse. The school nurse supports the general health and wellness needs of the school community by providing daily nursing care, case management, health screenings and referrals and classroom health education services.
FIT in the Parks Health and Wellness Series Helps Address Community Health and Fitness Needs

In partnership with the Village of Menomonee Falls and as part of the Live Well Waukesha County initiative, the Froedtert & MCW health network is a proud sponsor of the FIT in the Parks health and wellness series. More than 25 free activities were offered in various parks throughout the village of Menomonee Falls, including family and adult boot camps, walking club, plein air painting, yoga, sunset candlelight hike and barre fitness mat classes. More than 700 community members participated last year.

Froedtert & MCW health network staff offer education on healthy eating, hands-only CPR, stroke, bike safety, fall prevention and the effects of exercise on mental health, as well as blood pressure screenings, at the community activities.

The 2018 Community Health Improvement Plan and Process (CHIPP) Survey found that about 70% of adult residents of Waukesha County are overweight or obese, and less than half of those surveyed met recommended nutritional and physical activity goals. Our health network works to address these issues through community partnerships and programs such as FIT in the Parks.

Waukesha County Community Dental Clinic Dedicated to Improving Oral Health

The Waukesha County Community Dental Clinic in Menomonee Falls opened in 2018 to serve low-income children, pregnant women, special needs patients and medically fragile adults without access to dental care. The clinic was made possible by a Froedtert & MCW health network $1.65 million investment and continues to be operated with our financial support, marketing assistance, program collaboration and board member support.

“The ongoing support from the Froedtert & MCW health network has been crucial in our efforts to address the gap in access to dental care for thousands, helping us to positively impact not only these patients’ oral health, but overall physical health,” said Renee Ramirez, CEO of the Waukesha County Community Dental Clinic. “I know that our patients and dental team are extremely grateful.”

Since opening in 2018, the clinic has served 1,713 individuals, providing nearly $1.2 million in dental care during 5,162 appointments.

**2020 Contributions to the Community**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$17,458,465</td>
<td>66.2</td>
</tr>
<tr>
<td>Health Professions</td>
<td>$5,196,493</td>
<td>19.7</td>
</tr>
<tr>
<td>Education</td>
<td>$1,130,574</td>
<td>4.3</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$1,087,828</td>
<td>4.1</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>$591,345</td>
<td>2.2</td>
</tr>
<tr>
<td>Financial and In-Kind Contributions</td>
<td>$414,605</td>
<td>1.6</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$289,373</td>
<td>1.1</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$204,124</td>
<td>0.8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$26,372,807</td>
<td>100</td>
</tr>
</tbody>
</table>

Financial data, while unique to Froedtert Menomonee Falls Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Community Outreach Health Clinic Celebrates 20 Years

Since 2000, the Community Outreach Health Clinic in Menomonee Falls has been a beacon of hope for uninsured patients across Waukesha, Milwaukee, Washington and Ozaukee counties in need of health care services. Each year there are more than 1,000 patient visits with men and women seeking basic medical care, laboratory tests and counseling sessions for general psychiatry and alcohol and drug abuse.

Many patients visiting the clinic are in need of guidance and education to manage diabetes, hypertension and other chronic conditions. That was the case for Wayne, a patient who was sick and didn’t know where to turn when he lost his job and his medical insurance.

“The clinic saved my life in 2019,” said Wayne, who lives in Milwaukee. “If I didn’t have a place to get my blood pressure, diabetes, thyroid and heart checked, I would have ended up in the emergency room and I may not be here today. The volunteers are great and I felt comfortable right away. They treat patients with dignity and respect. There are no words to describe how thankful I am for the care I’m receiving.”

Pamela Parker, a founding member of Community Memorial Hospital, was instrumental in bringing the clinic to life.

“Volunteer nurses, physicians, pharmacists and clerical assistants were recruited from within the hospital,” Pam said. “Local physician clinics and contributions from drug company suppliers provided ‘medication samples’ for distribution to patients. The hospital’s diagnostic services were made available without cost to the patient.”

Linda Smith, a trusted and enthusiastic nurse practitioner passionate about providing health care for the underserved, helped open the clinic and remains today. She works closely with nurses Angie Palese and Julie Brady.

For Debbie, who recently lost medical insurance, the clinic is a refuge.

“I’ve been struggling to manage my diabetes, hypertension and cholesterol,” Debbie said. “Medications for each of those illnesses are expensive and my income is limited. I appreciate that the staff really listens. In 2018, I lost my husband and both of my parents unexpectedly in the span of 10 days. It’s been a difficult time, especially emotionally. I feel like the health clinic staff are watching out for me after all I’ve been through. I’m so lucky I found this clinic.”

Local Food Pantry Partnerships
Keep Communities Fed and Healthy

Froedtert Menomonee Falls Hospital partners with the Menomonee Falls Food Pantry and Sussex Area Outreach Services Food Pantry to help feed and educate local families with food drives, a community garden and wellness education and screenings.

Our health system’s annual Healthy Shelves Drive gathers nutritious food and personal hygiene items that are donated to local food pantries. During our latest drive, staff donated 6,000 healthy food and personal hygiene items to help families served by area pantries. Approximately 3,000 of those items were collected to distribute to Waukesha County families.

The Froedtert Menomonee Falls Hospital community garden also helps supply nutritious food to the communities we serve. Last year, the garden provided 1,478 pounds of fresh fruits and vegetables to food pantry clients.

Froedtert & MCW staff provide a variety of healthy living education opportunities to food pantry clients every month. Blood pressure screenings, flu vaccines, diabetes risk assessments, smoking cessation information, medication reviews, know your health numbers education and a walk through the food pantry with a dietitian were offered this past year to more than 175 clients.

Our goal is to empower our community’s most vulnerable population to make better decisions and take action to improve their health. We are committed to community partnerships like these to help accomplish that goal.

Flu Clinics Increase Access to Preventive Care

Froedtert Menomonee Falls Hospital offers free flu clinics for uninsured populations who use services at four local food pantries and our Community Outreach Health Clinic. This past year, 95 people were vaccinated at five locations.

The flu clinics were staffed by hospital pharmacists and support staff who are certified by the state of Wisconsin to administer immunizations.

Grants to Local Nonprofit Organizations
Support Healthy Communities

The Froedtert Menomonee Falls Hospital Community Outreach Steering Committee awards grants to local nonprofit organizations that support community health improvement efforts focused on access to primary care, chronic disease management, mental health and prevention and wellness in the hospital’s service area.

Grants totaling $50,000 were awarded to:

- Addiction Resource Council for outreach and individual/family support programs
- Community Outreach Health Clinic for clinic operations
- ERA’s Senior Network for seniors/adults with disabilities program
- Greater Menomonee Falls Foundation for farmers markets
- NAMI Waukesha for mental health and suicide prevention education program

Froedtert Menomonee Falls Hospital has provided 1,177 free flu vaccinations to uninsured community members since 2008.
Local Mom Gets New Smile and Dream Job With Help from the Albrecht Free Clinic

Chrystal's adult life started normally enough as a stay-at-home mother of five. However, a drug addiction that began with legal pain killers for a condition that developed during pregnancy ultimately led to a heroin addiction. Her husband also became entangled in the downward spiral of addiction and lost his life to an overdose. After getting in trouble with the law and having her children taken away, Chrystal decided to make a change and get clean.

Chrystal had been sober for three years when she sought care at the Albrecht Free Clinic because her employer did not offer health insurance. The clinic provider treated Chrystal's illness, and she was also referred to the clinic dentist for dentures since she had lost most of her teeth due to her prior drug use. After several visits, she had a healthy, happy smile and a brand-new set of teeth.

During another clinic visit, Chrystal shared her frustration that because of her criminal record, she had not been able to pursue her dream of becoming a counselor. Clinic staff set up a meeting with the Ozaukee County sheriff who suggested she become a peer support specialist, and with support from Senator Duey Strobel, the course that Chrystal needed to take for that position was offered locally.

Chrystal completed the course and was offered the peer support specialist position with Wisconsin Community Services where she supports individuals in crisis due to life events, such as suicide attempts and mental health hospital stays. She was recently asked to launch a new program that works with hospital emergency rooms to offer support to patients admitted for drug abuse or overdose.

Chrystal is grateful for the Albrecht Free Clinic’s support. “They are the most caring people,” she said. “They felt like family and were interested in what was going on in my life. I would not be in the role I am today if not for their help. They gave me my smile back!”

The Albrecht Free Clinic has provided free medical and dental care to thousands of uninsured and underinsured residents of Washington County since 1996. Health care providers, nurses and volunteers donate their time and expertise to help improve the health and quality of life of patients. The clinic has a strong partner in Froedtert West Bend Hospital, which provides support through laboratory and diagnostic tests, case management, grants and other donated clinical services.

Froedtert West Bend Hospital Addresses Community Health Concerns

Froedtert West Bend Hospital has started a three-year Community Health Improvement Plan to address the major health concerns in the hospital’s service area. Based on data from a comprehensive Community Health Needs Assessment and engagement of a variety of partners, the identified significant health needs were access to health care services and navigation of community resources, behavioral health, chronic disease prevention and management, youth engagement, social determinants of health and community health leadership.

The full Community Health Needs Assessment and Community Health Improvement Plan can be found at froedtert.com/community-engagement.

---

2020 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$8,422,088</td>
<td>73.10</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>$1,373,611</td>
<td>11.92</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$753,643</td>
<td>6.54</td>
</tr>
<tr>
<td>Financial and In-Kind Contributions</td>
<td>$368,331</td>
<td>3.20</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$253,231</td>
<td>2.2</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$230,015</td>
<td>2.0</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$116,214</td>
<td>1.0</td>
</tr>
<tr>
<td>Subsidized Health Services</td>
<td>$4,313</td>
<td>.04</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$11,521,446</td>
<td>100</td>
</tr>
</tbody>
</table>

Financial data, while unique to Froedtert West Bend Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Active Parks Program Promotes Physical and Mental Wellness

In partnership with Port Washington Parks & Rec, West Bend Parks & Rec and Aurora Health Care, and as part of the Cultivate Mental Wellness initiative, the Froedtert & MCW health network sponsored the Active Parks wellness program. More than 200 community members participated in free classes, such as mindful meditation, Reiki, yoga, tai chi, aromatherapy and antibullying that were held in local parks.

Froedtert West Bend Hospital staff taught the Reiki classes and offered mental health wellness educational materials.

Based on the 2018 Community Health Improvement Plan and Process Survey, about 67% of Washington County residents were classified as overweight and 18% reported having a mental health condition. Mental health conditions are associated with chronic diseases, such as cardiovascular disease, diabetes and obesity, and related to risk behaviors for chronic disease and physical inactivity. Our health network works to address these issues through community partnerships and programs including Active Parks.

Community Health Navigators

Community health navigators work with individuals who need help accessing resources in Washington County. Funded by a Froedtert & MCW health network community gift, the navigators help those in need obtain services, such as housing and job search assistance, transportation, education, government programs, food pantries and health care, including medical, dental, behavioral health and substance abuse services.

The community health navigators are based at Albrecht Free Clinic and at Casa Guadalupe Education Center, both in West Bend. In the past year, they helped more than 700 individuals, provided over 150 screenings, referred more than 100 individuals to community resources and provided health education programming to almost 300 individuals.

Harvest of the Month Program Encourages Healthy Eating

Froedtert West Bend Hospital has partnered with the University of Wisconsin-Madison Division of Extension to adopt the statewide Harvest of the Month campaign. The new campaign will launch in Washington County in 2021. The program highlights available produce items each month of the year to help children, caregivers and the broader community learn more about healthy, seasonal, whole-foods eating.

Our goal is to expand the Wisconsin Harvest of the Month program to Ozaukee County, Waukesha County and the City of Wauwatosa.
Improving Community Health by Addressing Homelessness

The Froedtert & MCW health network hosted the Tent City Event, an educational and resource fair for people dealing with homelessness, in fall 2019. Milwaukee Rescue Mission, Goodwill, Sojourner Family Peace Center and other organizations participated in the event to provide resources and connect attendees to community programs. Transportation was provided through Dryhootch, an organization for veterans, and food was donated by Zoup! Eatery.

Froedtert Health pharmacists provided free flu shots. A social worker assisted attendees with clinic appointment scheduling and navigation to additional resources, and met with those who needed emotional support.

Homelessness affects the health and well-being of our entire community. Our health system is committed to partnering with community organizations to help end homelessness in our communities. When the quality of an individual’s life improves, the health of the community can improve.

Supporting Senior Health Education and Healthy Eating at the Oak Creek Farmers Market

The Froedtert & MCW health network sponsored the Oak Creek Farmers Market Seniors at the Market program in summer/fall 2019. Each week, seniors were encouraged to attend the market with easy drop-off/pick-up locations from local assisted living facilities. Our health network provided tote bags for easy shopping and coordinated blood pressure screenings at the markets.

Each month, a free health seminar was held for the seniors. The September seminar was given by Johanna Gross, APNP, Froedtert & MCW Drexel Town Square Health Center, who talked about physical activity, nutrition and mental health for the senior population.

Partnering with programs like Seniors at the Market allows our health network to address chronic disease management for seniors while educating and encouraging healthy behaviors.

Mini-Med School Offered at Jewish Community Center

The Froedtert & MCW health network partnered with The Harry & Rose Samson Family Jewish Community Center (JCC) to offer a free Mini-Medical School lecture series to members and the public in fall 2019. Each interactive session with a medical expert focused on a different aspect of health, such as heart health, sports injury and prevention, DNA and precision medicine, and included community resource information and a health screening. The program encourages participants to become students of their own health and learn from top experts in health and science.

The Froedtert & MCW health network and JCC partnership began in 2018 with the opening of on-site Froedtert & MCW health network rehabilitation services at the JCC and has grown to incorporate a variety of medical, wellness, support and educational opportunities for JCC members and the public, including health screenings and health risk assessments.

---

2020 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government-Sponsored Health Care</td>
<td>$9,987,996</td>
<td>90.2</td>
</tr>
<tr>
<td>Community Health Improvement Services</td>
<td>$511,341</td>
<td>4.6</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>$288,585</td>
<td>2.6</td>
</tr>
<tr>
<td>Financial and In-Kind Contributions</td>
<td>$144,509</td>
<td>1.3</td>
</tr>
<tr>
<td>Health Professions Education</td>
<td>$89,372</td>
<td>0.8</td>
</tr>
<tr>
<td>Community Benefit Operations</td>
<td>$38,826</td>
<td>0.4</td>
</tr>
<tr>
<td>Community-Building Activities</td>
<td>$12,812</td>
<td>0.1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$11,073,441</td>
<td>100</td>
</tr>
</tbody>
</table>

Financial data, while unique to Community Physicians, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Furniture and Office Supplies Donated to Local Nonprofits

With the opening of a new facility, the West Bend Health Center donated more than 400 used materials and supplies to twelve local nonprofit organizations in February 2020. Nonprofit groups that share our mission of taking care of local communities were invited to reuse and repurpose used waiting room and office furniture, storage cabinets, artwork, medical equipment and office supplies.

All items were available free of charge to the organizations, who were grateful for the donations.

Night Out Events Provide Opportunity for Learning and Fun

Staff from Froedtert & MCW Community Physicians participated in six area National Night Out events in summer 2019. National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie. Attendees could stop at our booth at each event for a fun game, giveaways and health and safety information.

Volunteers from our health centers touched 2,475 lives at the Night Out events in Butler, Germantown, Kewaskum, Milwaukee, Oak Creek and Wauwatosa.

Froedtert & MCW Athletic Trainers Keep Local High School Athletes Safe and Healthy

Froedtert & MCW Sports Medicine Center staff have been providing athletic training services to local high school athletes since 1988. Twelve full-time athletic trainers go to area high schools for daily injury assessment and rehabilitation, and they provide medical services at all home games/events. Last year, our Athletic Training Services performed 2,293 program evaluations, a reduction of about 500 from previous years due to the COVID-19 spring sports shutdown.

Every year, the exceptional care provided by our athletic trainers receives high praises from athletic directors, parents, coaches and student-athletes. “Through our team approach, our athletic trainers and team physicians provide the highest quality health care for student-athletes at these schools,” said Joe Hoff, MS, LAT, ATC, supervisor of athletic training services, Sports Medicine Center. “I say this because of the comments we receive from parents, coaches, student-athletes and school administrators year after year.”

Local schools that receive Froedtert & MCW athletic training services include:

- Brown Deer High School
- Calvary Baptist School
- Divine Savior Holy Angels High School
- Germantown High School
- Hamilton High School, Sussex
- Hartford Union High School
- Hustisford High School
- Living Word Lutheran High School
- Menomonee Falls High School
- Milwaukee Lutheran High School
- Pius XI Catholic High School
- St. Augustine Preparatory Academy
- Wauwatosa West High School
- Wisconsin Lutheran High School
Thank You to our partners from Milwaukee County:

African American Chamber of Commerce of Wisconsin
Asian Pacific American Medical Student Association, Medical College of Wisconsin
Black Arts Think Tank
Black Health Coalition
Bradley Tech High School
Cardinal Stritch University
Carmen Schools of Science & Technology Centro Hispano
Christian Faith Fellowship Church
City of Milwaukee Health Department
City of Milwaukee Office of Violence Prevention
Clarke Square Neighborhood Clinical & Translational Science Institute of Southeast Wisconsin
Community Advocates
CORE/El Centro
Cream City Foundation
Diverse & Resilient
El Conquistador Latino Newspaper — Puerto Rican Festival

Employ Milwaukee
Faith Builders International Milwaukee
Faith United Church of Christ
Fondu Food Center
Gerald L. Ignace Indian Health Center
Girl Scouts of Wisconsin Southeast
Goodwill Industries of Southeastern Wisconsin
Greater Galilee Baptist Church
Greendale Health Department
Greenfield Health Department
Guest House of Milwaukee
Hales Corners Health Department
Hispanic Professionals of Greater Milwaukee
Hmong American Friendship Association
Hmong American Women’s Association
Holy Cathedral — Word of Hope
Hunger Task Force
IndependenceFirst
Interfaith Older Adult Programs
Jewish Community Center
Jewish Community Pantry
Jewish Family Services
Journey House
Kathy’s House
La Causa
LGBTQ Tobacco Prevention Task Force
Literacy Services of Wisconsin
Local Initiatives Support Corporation
Marcus Center for the Performing Arts
Metropolitan Milwaukee Association of Commerce — The Business Group
Mexican Consulate
Milwaukee Area Health Education Center
Milwaukee Area Technical College

Milwaukee Center for Independence
Milwaukee Chapter National Black Nurses Association
Milwaukee Community Schools Partnership
Milwaukee County Department on Aging
Milwaukee County Emergency Medical Services
Milwaukee County Health and Human Services
Milwaukee County Sheriff’s Department
Milwaukee Film
Milwaukee Fire Department
Milwaukee Health Care Partnership
Milwaukee Health Services Inc.
Milwaukee Hmong Consortium
Milwaukee JobsWork
Milwaukee Latino Health Coalition
Milwaukee LGBT Community Center
Milwaukee Muslim Women’s Coalition
Milwaukee Overdose Response Initiative
Milwaukee Police Department
Milwaukee Pride, Pridefest
Milwaukee Public Schools
Milwaukee Urban League

Milwaukee Urban League — Young Professionals
Muslim Community & Health Center
National Association for the Advancement of Colored People
National Association of African Americans in HR, Milwaukee Chapter
National Association of Hispanic Nurses, Milwaukee Chapter
National Black MBA Association — Milwaukee Chapter
New Testament Church
Next Door Foundation
North Shore Fire and Rescue
Oak Creek Health Department
One MKE
Oneida Tribal Services
Our Next Generation
Outreach Community Health Center
Pete’s Fruit Market
Progressive Community Health Centers
Prospanica, Milwaukee Chapter
Ray & Ida Johnson Foundation for Healthy Families
Repariers of the Breach
Revitalize Milwaukee
Salvation Army Oak Creek
Silver Spring Neighborhood Center
Sixteenth Street Community Health Centers
Social Development Commission
St. Ann Center for Intergenerational Care
St. Mark African Methodist Episcopal Church
Tosa Cares, Inc.
The Juice Kitchen
UMOS
United Community Center

United Methodist Children’s Services of Wisconsin, Inc.
United Negro College Fund
Urban Ecology Center
University of Wisconsin Milwaukee College of Health Services
University of Wisconsin Milwaukee — Roberto Hernandez Center
Veterans Chamber of Commerce
Victory Garden Initiative
Violence Free West Allis
Walnut Way Conservation Corp
Washington Park Neighborhood Committee
Washington Park Senior Center
Wauwatosa Health Department
West Allis/West Milwaukee Heroin/Opiate Task Force
Westside Academy
Wisconsin Hispanic Scholarship Foundation, Inc., Mexican Fiesta
Word of Hope Ministries
YMCA
YWCA

Thank You to our partners from Ozaukee County:

COPE Services
Family Sharing of Ozaukee County
Kapco Kids2Kids Christmas Program
Mequon-Thiensville Chamber of Commerce
Ozaukee Economic Development
Ozaukee Family Services

Thank You to our partners from Washington County:

Albrecht Free Clinic
Big Brothers Big Sisters of Washington County
Boy Scouts of American — Bay Lakes Council
Casa Guadalupe Education Center
Economic Development Washington County
Elevate Inc.
Family Promise of Washington County
Friends Inc.
Germantown Chamber of Commerce
Germantown Community Scholarship Fund
Germantown Fire Department
Germantown High School
Germantown Park & Recreation Department
Germantown Police Department
Germantown Youth Futures
Hartford Area Chamber of Commerce
Hartford Union High School
Heroin Task Force
Interfaith Caregivers of Washington County
Kettle Moraine YMCA
Kewaskum High School
Kiwanis of Germantown
Leadership Germantown
Leadership West Bend
NAMI of Washington County
Rotary Club of Washington County
Senior Citizens Activities, Inc.
Slinger High School
St. Boniface Food Pantry
Threshold Inc.
United Way of Washington County
UW-Extension Washington County
Washington County Human Services
Washington County Shared Ride Taxi
Washington County Workforce Alliance
Washington Ozaukee Public Health Department
Well Washington County
West Bend Chamber of Commerce
West Bend Fire Department
West Bend High Schools
Youth & Family Project, Inc.

Thank you to our partners from Waukesha County:
Addiction Resource Council
Bobbie Nick Voss Charitable Funds
Christmas Clearing Council of Waukesha County
Eras Senior Network
Holy Cross Lutheran Church
HOPE Network
La Casa de Esperanza
LAUNCH Leadership Menomonee Falls
Lisbon Fire Department
Menomonee Falls Area Food Pantry
Menomonee Falls Chamber of Commerce
Menomonee Falls Community Education and Recreation
Menomonee Falls Fire Department
Menomonee Falls Lions Club
Menomonee Falls Police Department
Menomonee Falls Public Library
Muskego Chamber of Commerce
New Berlin Chamber of Commerce
New Berlin Fire Department
New Berlin Food Pantry
New Berlin Police Department
School District of Menomonee Falls
School District of New Berlin
Sussex Area Outreach Services
Sussex Hamilton School District
Tri-County YMCA
University of Wisconsin-Madison Extension – Waukesha County
Waukesha County Business Alliance
Waukesha County Community Dental Clinic
Waukesha County Health & Human Services
Waukesha County Heroin Task Force

Thank you to our partners from multicounty areas:
Aging and Disability Resource Centers
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
Boys & Girls Clubs
Easterseals Southeast Wisconsin
Head and Neck Cancer Alliance
Horizon Home Care & Hospice
Hmong Wisconsin Chamber of Commerce
Impact 211
INROADS
Junior Achievement
LindenGrove
Milwaukee Bucks
National Alliance on Mental Illness
National MS Society — Wisconsin Chapter
North Central Minority Supplier Development Council
Susan G. Komen Southeast Wisconsin
United Performing Arts Fund
United Way of Greater Milwaukee & Waukesha County
Urban Economic Development Association of Wisconsin
Versiti Blood Center of Wisconsin
Vivent Health
Wisconsin Institute for Healthy Aging
Wisconsin LGBT Chamber of Commerce